

JOB DESCRIPTION

Job Title: Property Maintenance Coordinator

Department: Housing

Reporting to: Team Leader - Maintenance

Responsible for: N/a

Main Job Functions:

- To be the 1st responder on the telephones and email to deliver a 1st class maintenance service to customers, (tenants and commercial)
- To deal effectively with day-to-day repairs and other programmes of work ensuring that value for money is achieved for both the Trust and for tenants/commercial sites.

General Duties:

- To coordinate and deliver an effective maintenance service, ensuring that high levels of tenant and customer satisfaction are achieved while working to agreed policies and procedures
- To ensure that all records and databases are accurate and maintained and the use of ICT resources is maximised
- To respond to callers and visitors requesting repairs and other services and ensure that their requests are dealt with promptly and effectively on a "right first time" basis
- Update the database for all contact and repairs, including raising job tickets, booking, closing & filing
- To liaise effectively with contractors and other service providers
- To provide an efficient and accountable service to all customers and stakeholders, resolving or escalating queries as appropriate.

Corporate and Team

- To promote the values of the organisation within the role and to customers

- Provide timely and effective reports to managers and others as requested
- To raise finance orders
- To deliver performance to agreed KPIs within budgeted costs and have a clear comprehension of key organisation priorities and strategies and understand how these translate into team and individual objectives
- Display an understanding of operations in other services and teams and assist in the development and achievement of shared goals in the pursuit of a cohesive approach
- To be part of an on-call Duty officer rota.

Health and Safety

- Work within the organisations Health and Safety policies and procedures
- Be responsible for your own safety reporting any accidents or near misses to your Line Manager
- Highlight any concerns over equipment, processes or activities whether in house or by contractors or others to your Line Manager
- When working in an office report any defects to your Line Manager
- Report any safeguarding concerns to your Line Manager.

The following duties are part of the Property Maintenance Coordinator role; and, Property Maintenance Coordinators are accountable for one of these areas of service delivery:

Compliance

- To monitor compliance with all legal and regulatory requirements related to this post e.g. fire, LOLER, legionella, gas, electric and be able to communicate requirements to customers
- To take responsibility for ensuring that compliance contractors complete work within set timescales
- To work with Asset Surveyors to organise and book any remedial works
- To respond to all queries and complete administrative tasks relating to compliance related works

Planned Maintenance and Adaptations

- To issue letters/emails/call to tenants regarding planned maintenance
- To provide administrative support to the Asset Surveyors to arrange planned works
- Respond to all queries relating to planned maintenance
- Plan and organise Estate and Home Inspections and any ensuing remedial work

- Ensure adaptations are fitted in reasonable time period and to a standard accepted by the Trust

Responsive Maintenance

- To ensure that on-call arrangements are set up and monitored
- To work with the Contracts Supervisor to maximise direct labour organisation usage
- To monitor policy compliance for speed of repairs
- To take responsibility for ensuring that contractors complete work within set timescales
- To deal with all queries and administrative duties relating to responsive repairs

In addition to these responsibilities, employees are required to carry out such other duties as may reasonably be required.

Person Specification



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Join us   

Job Title: Property Maintenance Coordinator	Essential/ Desirable
Skills	
Excellent organisational, decision making and workload management skills	Essential
Able to listen and demonstrate empathy and care to others	Essential
Ability to communicate effectively both verbally and in writing and to tailor communication accordingly to a range of audiences and circumstances	Essential
Ability to consistently achieve targets and deliver excellent customer service in a rapidly changing environment	Essential
Ability to work pro-actively as part of a team and using own initiative	Essential
Strong IT skills, e.g. Microsoft Office, particularly Excel and Word	Essential
Ability to retain objectivity in difficult situations for the benefit of the Trust and customer	Essential
A high level of confidence around disability particularly:	Essential

<ul style="list-style-type: none"> • An understanding of the social model of disability; • Understanding of the impact that disability might have on the individual and the people around them 	
A personal affinity with the values of The Papworth Trust, and a commitment to the strategic outcomes of the charity	Essential
Knowledge	
An understanding of social housing and tenancy maintenance	Desirable
An understanding of maintenance issues	Desirable
Experience:	
Experience of dealing with a diverse range of customers	Essential
Proven track record of delivering customer focused services	Essential
Experience of using Omniledger Pyramid housing management system	Desirable
Education training and qualifications:	No fixed requirements
Other requirements of the role:	On-call rota
Disclosure and Barring Service (DBS) Check **	Essential

*Alternative arrangements will be considered for candidates who are disabled.

**As part of the conditional offer of employment a satisfactory DBS check will be required